



# Grant Delivery System Modernization (GDSM) January Newsletter 2021

## Purpose

The purpose of this GDSM Newsletter is to keep institutions, and the student support community abreast of our monthly progress through the final transition to the new system, and quarterly for improvements deployed throughout 2021.

## GDSM Sponsor Message

Catalina Mistler, GDSM Project Executive Sponsor  
Welcome to 2021! December was a busy month for the GDSM team as we prepare for the final stretch of the GDSM Project.

The GDSM team planning includes coordinating around the busy season of the institutions and ensuring adequate technical support for a smooth transition. We are looking forward to the final phase of the GDSM project and providing greater security, transparency, and service to our stakeholders in California.



## Project Management

George Polisner, State GDSM Project Manager

GDSM development and testing work is continuing. As part of our philosophy to provide better, more timely support services to our student and institution stakeholders, CSAC has successfully implemented the first phase of our new Interactive Voice Response system, as well as our CSAC chatbot. In future phases, we will be providing advanced support through those services, in conjunction with our CSAC support representatives.

## INTERACTIVE VOICE RESPONSE SYSTEM

The interactive voice response (IVR) provides an alternative method to solve problems quickly and efficiently to improve the overall CSAC support experience for students and institutions when calling into CSAC.

## CHATBOT

Chatbot is housed and can be accessed through the CSAC website. Chatbot is an application accessible from a mobile device or computer. Chatbot automates answers to frequently asked questions to provide self-service options to users. This allows the CSAC support team to focus on more complex support cases.

## Added Functionality Updates: Migrated Programs

The GDSM development continues once programs are moved to the new unified platform. Below are some of the enhancements added to Programs that have been migrated to the new GDSM platform.

Program	Improvement Implemented
December 2020 IVR Chatbot (New)	<p>The features below are systems implemented in addition to GDSM to enhance customer service. See descriptions under 'Project Management'</p> <ul style="list-style-type: none"><li>• Interactive Voice Recognition (IVR) voice response system</li><li>• Chatbot messaging system</li></ul>
November 2020 Web Grants for Students	<ul style="list-style-type: none"><li>• Chafee program related message is updated informing students to contact their school's Financial Aid Office in case they have not received their check.</li><li>• Home page is updated with following changes:<ul style="list-style-type: none"><li>a) Removed outdated messages from the home page.</li><li>b) Added two video links for Account Recovery and Create an Account to assist users with log in.</li></ul></li><li>• When the student is dependent, the Marital Status label in the Show More Details section under the Cal Grant Panel Award Status Card, displays "Parents' Marital Status".</li></ul>
October 2020 Chafee Application	<ul style="list-style-type: none"><li>• The Home link on the Foster Youth Application (<a href="https://mygrantinfo.csac.ca.gov/fosteryouthapplication">https://mygrantinfo.csac.ca.gov/fosteryouthapplication</a>) now redirects to correct Chafee home page on the CSAC website.</li></ul>
September 2020 WebGrants for Students	<ul style="list-style-type: none"><li>• Award Status Card now displays the link to Cal Grant Appeals G-18 Form that shows how to submit an appeal. Many of the students need a little additional information about submitting an appeal. This link navigates students to the G-18 form page on the CSAC website.</li></ul>
July-August 2020 WebGrants for Students	<ul style="list-style-type: none"><li>• School of Attendance Card now displays the amounts for students who are in a pending status based on the school.</li><li>• A Link was added to the Cal Grant Award Amount FAQs Sheet for students to get more information about the award amounts at specific campuses.</li></ul>

## Coming Soon

The training materials, schedules and on-demand learning availability projections will be published a few months prior to release for planning purposes. As we get closer to the final release, we will cover the first-time login instructions for CADAA and the institutions. This will be the most important part of getting started.

## What to Expect

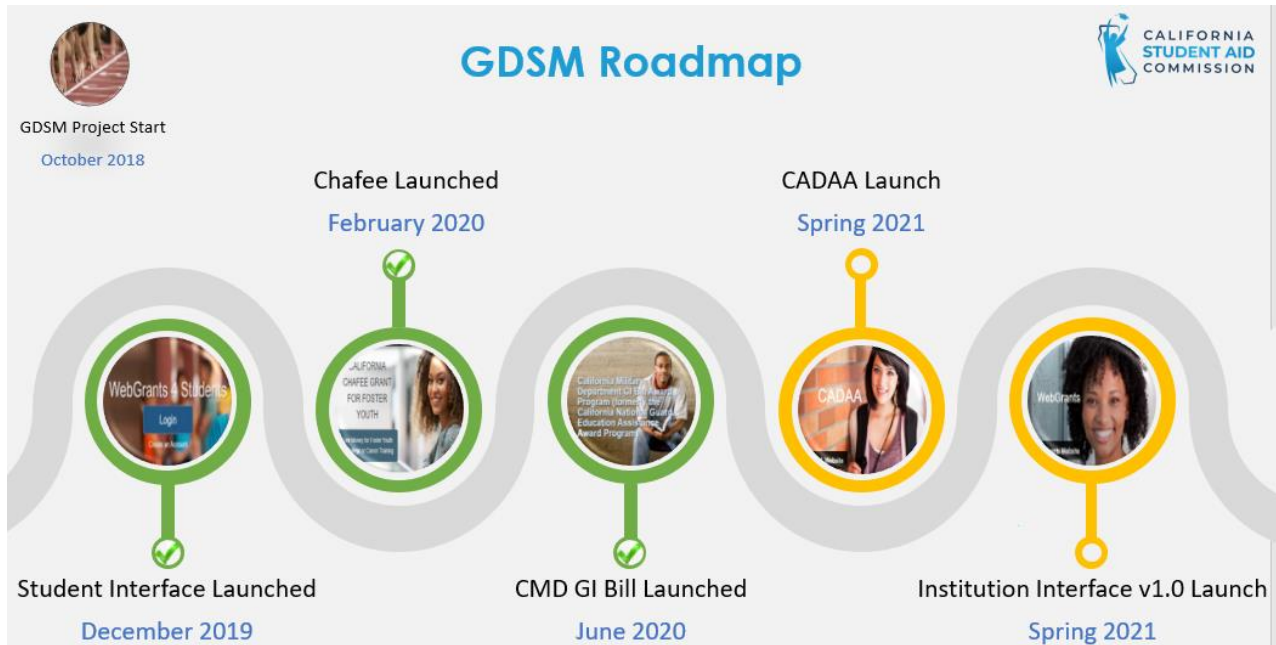
Program Developments	What to Expect
CADAA	CADAA will have the same easy to use look and feel as the Student Landing Page, including increased visibility throughout the approval and award process. The CADAA will also be scalable for use on tablets and cell phones.
WebGrants for Institutions	Institutions will have a new and improved look and feel on the WebGrants for Institutions page. The current functionality is preserved with some improvements in the presentation.
Added Functionality	Continuous program improvements will be the priority and focus through and beyond 2021 made possible by the transition to modern technology.
Training	CSAC is in the process of updating our e-learning capabilities for high school counselors, administrators, financial aid administrators, and students. Using one of the leading eLearning authoring tools and best practices in eLearning design, this platform will transform projects into a responsive and rapid eLearning alternative for internal and external stakeholders. Some of the key features include: <ul style="list-style-type: none"><li>• On demand learning</li><li>• Converts existing training materials into eLearning courses</li><li>• Creates a new look and feel to the training modules</li><li>• Offers interactive features for your training modules</li></ul>

## GDSM Key Benefits

The Grant Delivery System Modernization (GDSM) Project provides an easily accessible, one-stop shop for applying and managing the grant application and funding process. Through the GDSM Project, CSAC is completing development of a system that:

- ◆ Improves processes
- ◆ Reduces manual effort
- ◆ Increases staff productivity and efficiency
- ◆ Makes allocation of grant funds more efficient
- ◆ Improves internal and external satisfaction

# Project Timeline



## Contact Us

Please direct questions and inquiries to:  
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